

## EIP Monthly CST One Care Activity Report — through January 24, 2014

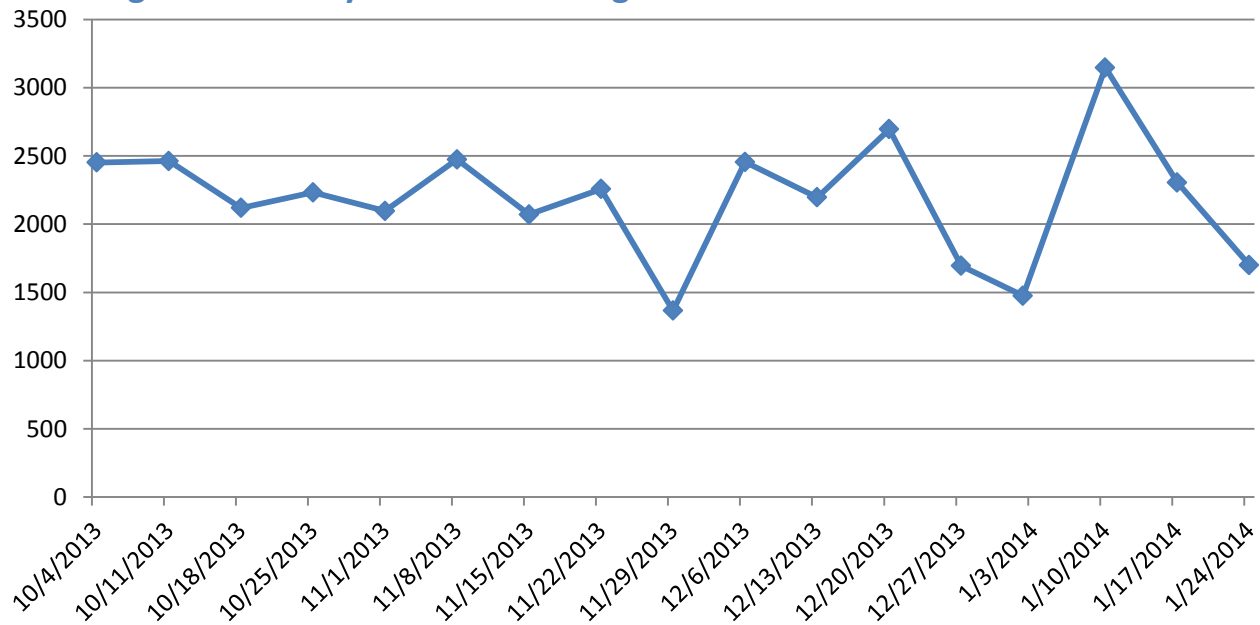
The MassHealth Customer Service Team (CST) receives calls requesting information about and enrollment in One Care. Data about call volume in English and Spanish are shown below.

### English

The CST experienced a tremendous increase in call volume related to communications emergencies in other MassHealth programs in late December, 2013 and early January, 2014. Around the same time, CST was affected by weather-related state closures and closures for holidays. These factors affected the percentage of calls answered as well as the average speed to answer calls during those weeks, as reflected in the table below.

Week Ending:	English Calls Received	% of Calls Answered	Average Speed to Answer	Average Call Length
<b>Jan. 2014</b>				
01/24/2014	1,700	72%	5:26	7:33
01/17/2014	2,305	77%	4:36	7:02
01/10/2014	3,147	42%	8:44	7:17
01/02/2014	1,475	60%	6:57	7:28
<b>Dec. 2013</b>				
12/27/2013	1,694	74%	3:10	6:31
12/20/2013	2,696	70%	5:02	6:45
12/13/2013	2,196	97%	0:53	6:04
12/06/2013	2,455	98%	0:39	6:02
<b>Nov. 2013</b>				
11/29/2013	1,366	99%	0:18	6:02
11/22/2013	2,257	98%	0:26	6:15
11/15/2013	2,071	98%	0:44	6:10
11/08/2013	2,474	97%	0:58	6:02
11/01/2013	2,097	98%	0:20	5:53
<b>Oct. 2013</b>				
10/25/2013	2,233	99%	0:30	5:45
10/18/2013	2,119	98%	1:03	6:20
10/11/2013	2,463	98%	0:36	6:08
10/04/2013	2,452	94%	0:39	6:31

**Figure 1. Weekly call volume - English**



## Spanish

Week Ending:	Spanish Calls Received	% of Calls Answered	Average Speed to Answer	Average Call Length
<b>January</b>				
01/24/2014	24	96%	2:22	6:10
01/17/2014	22	100%	1:57	7:43
01/10/2014	19	95%	2:07	9:12
01/02/2014	11	100%	2:15	6:44
<b>December</b>				
12/27/2013	16	88%	1:45	6:43
12/20/2013	13	100%	2:23	6:40
12/13/2013	38	89%	2:07	5:58
12/06/2013	45	100%	0:50	7:37
<b>November</b>				
11/29/2013	18	100%	1:28	4:29
11/22/2013	22	95%	1:00	7:49
11/15/2013	31	100%	1:14	6:23
11/08/2013	38	87%	2:23	6:06
11/01/2013	21	100%	0:44	7:46
<b>October</b>				
10/25/2013	33	97%	0:46	7:11
10/18/2013	29	100%	1:02	7:36
10/11/2013	41	95%	1:27	7:18
10/04/2013	42	98%	0:58	8:48

**Figure 2. Weekly Call Volume - Spanish**

